

Continuous Improvement

Implementation of Mid-Point Solutions Phase III – 120 days (February 19 through June 17, 2004)

Task	Description (business opportunity/scope/goal)	Team Lead* and Members
<ul style="list-style-type: none"> Develop Organizational Performance Metrics <ul style="list-style-type: none"> - Align Individual Performance Evaluations 	<ul style="list-style-type: none"> - business opportunity: implement compelling, efficient, integrated, and informative method to collect and analyze performance metrics for core processes and validate HR's value to achieving the Department's mission - scope: use customer driven OHRM organizational performance metrics designed and implemented via integrated/automated system in Phase 3 to collect and analyze data - goal: tie organizational performance to the performance plans of individual employees, assess individual and organizational performance against the metrics 	Michael Osver*, Alethea Long-Green, Roslyn Hoover, Michael Cohen, Tom Kreider, OMO representative, bureau representatives
<ul style="list-style-type: none"> Develop Pilot Service Level Agreement (SLA) Process 	<ul style="list-style-type: none"> - business opportunity: increase customer satisfaction with OHRM services and products through coordinated agreements with the bureaus - scope: identify core processes appropriate for SLAs, est. standards of service, id. roles and responsibilities of OHRM, OHRM suppliers (budget, legal review, etc.) and bureaus, such as cycle time, quality, review process, cost, volume and FTE dedicated to the process, use CIO and PTO as best practices for using and developing SLA's - goal: execute service level agreement(s) between OHRO and customer base 	Mary King*, Fran White, Dorbi Sullivan, Linda Kirton, OHRM Office Directors consultants: Principal Human Resources Managers
<ul style="list-style-type: none"> Launch Pilot Entry-Level Hiring Program 	<ul style="list-style-type: none"> - business opportunity: develop an OS pilot entry level hiring program for administrative and technical positions - scope: implement corporate recruitment strategy at academic institutions - goal: appoint at least five participants to the program 	Jerry Lucas*, Mary King, Linda Kirton, Debbie Hall, Carin Otero, Colette Davis
<ul style="list-style-type: none"> Improving Workforce Demographics and Capacity 	<ul style="list-style-type: none"> - business opportunity: to develop a plan and strategies to recruit, sustain and retain a high performing and diverse workforce by improving strategic human capital management by analyzing the workforce planning data, aligning people and competencies, and providing the resources and technology which enable our workforce to perform and deliver excellent performance in a safe and results-oriented working environment - scope: - goal: 	Alethea Long-Green*, Deborah Hayes, Kristen Brandenburg, Mercedes Olivieri, Paul Barsnica, Syble McNair Mills, Thomas Krieder

<ul style="list-style-type: none"> Conduct Customer Service and HR Competencies Training 	<ul style="list-style-type: none"> - business opportunity: provide consistent and courteous customer focused HR services - scope: identify and select training source, conduct training in OHRM - goal: all OHRM employees receive customer service training appropriate to their organizational role and responsibilities 	<p>Janice Guinyard*, Julie Law, Lisa Brandon Clark</p> <p>consultants: Alethea Long-Green and Fran White</p>
<ul style="list-style-type: none"> Launch Pilot Case Management System 	<ul style="list-style-type: none"> - business opportunity: pilot administrative process tracking and measurement tool - scope: deploy, assess and analyze tracking and measurement tool for utility and performance to carry out functional requirements - goal: Migrate administrative tracking and measurement system to serve as a functional administrative tool for the Office of the Secretary 	<p>Richard Hartman*, Rick Dubik, Dale Lanser, Dennis Sutch , Juanita Shanks</p>
<ul style="list-style-type: none"> Fill Critical Staffing Needs 	<ul style="list-style-type: none"> - business opportunity: determine staffing level based on data and strengthen the capacity of OHRM through targeted hiring to provide technical strength for OHRM - scope: review of all vacancies using analyses of workload and skills inventories - goal: restructure positions to strengthen and build OHRM technical capacity based on OHRM Transformation needs 	<p>Deborah Jefferson*, Juanita Shanks, Janice Guinyard, Alethea Long-Green, Tom Kreider, Lorraine Green</p>
<ul style="list-style-type: none"> SES Certification 	<ul style="list-style-type: none"> -business opportunity: develop an SES performance system based on OPM's forthcoming new guidance which reflects the linkage between SES performance and the agency's mission/strategic goals - scope: review current DOC performance system against the OPM criteria - goal: ensure a system is developed that is in line with OPM's guidance and meets the certification requirements 	<p>Monica Matthews*, Mary King, Tyra Smith, Doris Brown, Tom Messenburg, Bill Koch, Sue Okubo, Terri Lucente</p>
<ul style="list-style-type: none"> SES Process Improvement 	<ul style="list-style-type: none"> - business opportunity: provide timely SES performance process servicing - scope: reduce complexity of approval process for SES personnel actions - goal: reduce processing time by 50% 	<p>Tyra Smith*, Marilia Matos, Mary King, Stephanie Shipp, Zane Schauer, Nancy Osborne, Chris O'Connor, Doris Brown, Darlene Haywood, Denise Howell Parker</p>